



RESEARCH ARTICLE

DIGITAL TRANSFORMATION CASE STUDY OF SAMPARK CENTERS CHANDIGARH

***Dr. Ramnik Kaur**

Department of Public Administration, Sri Guru Gobind Singh College, Sector-26, Chandigarh, India

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ABSTRACT

The quality of life in the City Beautiful is comparable to the best cities across the world. Department of Information Technology along with Chandigarh Administration focuses to improve the delivery of public services by leveraging Information Technology to achieve Efficiency, Effectiveness, Economy, Transparency, Accountability and Reliability in delivering the services online. This paper discusses the various online projects adopted by the department of IT, Chandigarh, the role of the SPIC, Sampark centers; e-kiosk, gram Sampark and e-Jan Sampark, e-governance and m-governance and their results.

INTRODUCTION

Chandigarh is the first planned city in the country and still maintains its status as one of the best-managed cities in the country. The excellent social infrastructure, large green spaces, and its compact size, make Chandigarh an ideal destination. The quality of life in the City Beautiful is comparable to the best cities across the world. Chandigarh is the capital of two Indian states- Punjab & Haryana. The Chandigarh Administration administers it as a "Union Territory". Department of Information Technology along with Chandigarh Administration in the year of 2013 published Information Technology and Electronics Policy with the vision of certain benefits (as mentioned below) leading towards the year 2020:

- To improve the delivery of public services by leveraging Information Technology to achieve Efficiency, Effectiveness, Economy, Transparency, Accountability and Reliability in such delivery.
- To improve the environment for IT Industry in Chandigarh.
- To boost adoption of Information Technology to bridge the digital divide.
- To create knowledge based society in Chandigarh.
- To tap the growth potential of Electronics System Design & Manufacturing industry to the optimum

- To work towards the vision and facilitate delivery of public services in electronic form through eGovernance and m-Governance various initiatives are underway.

Society for Promotion of IT in Chandigarh (SPIC)

It has been set up in 2000 under the aegis of the Department of Information Technology, Chandigarh Administration for implementing the various plans of the Administration to promote the IT industry in Chandigarh. It is chaired by the Adviser to the Administrator.

State eGovernance Mission Team

The team is supervised by Head-SeMT. The team has taken forward eGovernance initiatives in Chandigarh manifolds since their inception in 2011. All the eGovernance initiatives are entirely managed by this team. The team members also actively interact with all Departments of Chandigarh Administration to facilitate eGovernance initiatives at various levels.

Sampark Project

Project e-Sampark was initiated to bring together the services of all the departments under one single umbrella and give citizens of Chandigarh a "multiservice" - "single-window" experience apart from eradicating the undue harassment met by the citizens due to lack of transparency. The project is managed by SPIC. Its vision is to create a knowledge-based society through extensive use of I.T. as a medium for effective

***Corresponding author: Dr. Ramnik Kaur**

Department of Public Administration, Sri Guru Gobind Singh College, Sector-26, Chandigarh, India.

interaction between the Administration and the public so that exchange of information and access to government departments is speedy and easy, leading to a better quality of life.

Objectives

- Provide hassle free one-stop solution to the citizen
- Minimize multiple interaction points for the citizen and hence reducing the wastage of their valuable time.
- Provide better turnaround time in receipt, processing and issue of services
- Transparency in delivery of services

e-Kiosk

Chandigarh Administration is committed to bridge the digital divide by extending the application of I.T. for the benefit of the common man. After the successful launch of the Sampark Centers and in the second phase of the eGovernance initiative, the Administration has identified to provide the information about services of various departments and also to provide information and facilitation to residents regarding private services and other Government of India services from the 70 e-Jan Sampark kiosks which are to be set up in each sector and each village of Chandigarh. The e-Jan Sampark project will enable residents to access information and avail of services from the kiosks with ease, and without any harassment. These Centers will also enable the citizen to submit their grievances at a common centre and their quick redressal thereafter.

Jan Sampark

Jan Sampark project targets that the benefits of ICT should reach the masses, especially those who are without IT connectivity by providing easy dissemination of Information Services to a citizen and to deliver useful non transactional services e.g., registration of grievances and applications seeking information under RTI for all departments at a easily accessible common place.

Vision

- Bring the administration closer to all the sections of the society especially under privileged.
- Provide a single, efficient information dissemination system to the citizen for availing government services by minimizing multiple interaction points for the citizen and hence reduce the wastage of valuable time
- Provide for better turnaround time in receipt, processing and issue of services
- Provide information services in a comfortable environment and make availing of the information services a pleasant experience.
- Giving substance to Right to Information Act

As the next logical step to Sampark Centers, the Administration has set up e-Jan- Sampark Centers, to disseminate useful free information services to the citizens. Every Centre supports multi service delivery (information delivery and non transactional services) which is a judicious mix of all the possible government services and information and other localized services which are needed by a citizen. This

initiative targets the benefits of ICT reach the people without PC and internet connectivity and also saves their valuable time and money consumed in travelling to government offices.

Gram Sampark

Continuing its commitment to bridge the digital divide, especially amongst the rural population, 15 e-Gram Sampark are open across all the villages of Union Territory of Chandigarh. The citizens will be able to use all the 23 G2C Services and 5 B2C Services, which are presently available to the Sampark Centers situated in the urban areas. Since these Centers would be providing the rural citizens an opportunity to have an access to the huge amount of information by using broadband connectivity, these Centers will emerge as Rural Knowledge Centers for the rural population, especially the disadvantaged. Information services in these Centers will be provided free of cost, on the lines of Jan Sampark Services. These Centers will also help the rural citizens in registering their grievances; apart from helping them to file their applications under RTI. With the help of Department of Rural Development, 15 locations have been identified to set up these Centers. These include, Panchayat buildings lying unused and the Gram Sampark Centers will be set up after reconditioning these buildings.

POS Payment

The Department of Information Technology through SPIC has started the facility of making payment of electricity and water bills through debit and credit cards of any bank at all e-Sampark centers, Gram Sampark centres and kiosks without paying any extra cost on any transaction. Last date for the payment of utility bills through debit/credit card will be the same as last date of payment through cheques. Additionally the Citizens can register on the e-Sampark Center's website and then can pay bills via debit cards, credit cards or internet banking sitting at home.

Intelligent Transport System

Chandigarh Transport Undertaking (CTU) is in process to implement Intelligent Transport System for all its fleet including Automatic Vehicle Locator, Electronic Ticketing Machine, and Public Information System Display etc. Chandigarh is one of the four cities selected in India to Pilot this project. Chandigarh Administration, World Bank and Ministry of Urban Development are closely monitoring the project.

Campus wide Area Network, GMCH 32

The project envisaged Optical Fibre connectivity across the Government Medical College & Hospital, Sector 32 premises. The optic cable would be capable of handling bandwidth of 10 G or higher with redundant connectivity for failsafe network. The interconnectivity between the Core and Distribution Switches is done through UTP, which would be capable of handling bandwidth of 1G or higher. Picture Archiving Communications System (PACS) standards be followed and the setup would be established in time bound manner. Management, Monitoring and Operation of the entire network should be centralized through Network Operations Centre. The

solution would be interoperable, based on open standards and scalable with provision of integrating with the existing network

CTOSS

Under C-TOSS school model a basic C-TOSS program is being run in 81 schools of Chandigarh including UT villages and this program is absolutely free and is mandatory for the students of class 9th, 10th, 11th. Funding for C-TOSS school program is completely done by Dept. of IT, Chandigarh Administration. SPIC has signed agreements with national level training agencies for conducting the trainings at colleges and schools on the behalf of SPIC.

Online College Admission Portal

Online admission would be launched for colleges under Higher Education and all communication during academic session would be catered through mobile application.

Grievance Redressal System

Chandigarh Administration launched an online system for citizens of Chandigarh to submit their complaints / grievances with Departments of Chandigarh Administration. The citizens can submit their grievances to the Departments of Chandigarh Administration through online web portal (chandigarh.gov.in) or through visiting any of the Samaprk Centers in Chandigarh. The redressal period for disposing off the grievances received by the department has been set as 15 days. The online system has also been integrated with SMS Gateway of NIC, through which the alerts are being sent to Grievance officers of various departments on receipt of any grievance from the general public.

RESULTS

In order to provide backbone to these services to be delivered, State Wide Area Network (SWAN) Network & Data Centre at U.T. Secretariat is connected with 7 Major PoPs (Points of Presence) - MC Office, DC Office, SDM South, SDM East, GSSH-16, GMCH-32 and Registering and Licensing Authority at Chandigarh. National Optical Fibre Network (NOFN) projects have been successfully implemented in U.T. Chandigarh. Optical cable under the NOFN project has been laid across all the Gram Panchayats (GPs) of U.T. Chandigarh. The Optical Network Terminal's are also installed across all the GPs. The optical fibres were completely laid by March 2016. Also the Sampark Centers cater to various types of services including 22 G2C and 4 B2C services.

Services Offered

- All Procedures and Forms for all departments, which are frequently used by a common man e.g., how to apply for a birth/death certificate including procedure for late entry, how to lodge a FIR, various forms and procedures concerning public offices such as RLA, Estate Office, DC Office, Municipal Corporation, Engineering Wing etc.
- Education and Health related information services e.g., daily updated information regarding availability of blood in Blood Bank of Government Medical Hospital,

Exam Results, Information about availability of educational and health related facilities in each sector etc.

- Transport and Tourism related inquiries e.g., Bus Routes, information relating to tourism activities etc
- Inquiries relating to Passport status; Railway booking status, Train timings etc
- Providing access to all Government websites.
- Other information like utility services available in each sector etc
- These services are provided free of cost except when the citizen needs any print out, the same is available at a nominal cost per page of print out.
- The citizens are being able to submit their grievances relating to any department and Applications under the RTI at these Centers.

Estate Office Kiosk - Property Details & Case Details

Information Kiosks (Touch kiosk) have been installed in U.T. Chandigarh to provide status of the application submitted at single window at Estate office, information related to property details and status of AEO related court cases at the Estate office. Hence necessary processes were tweaked by the Assistant Estate Officer (AEO) cum Director Information Technology under the Guidance from Estate Officer (EO) cum Secretary Information Technology., Chandigarh Administration.

Use of Social Media, Cloud Computing, Mobile Technology

Chandigarh Traffic Police

The pictures showing the violations of traffic rules and regulations within the jurisdiction of Chandigarh may be posted at the Facebook page of Chandigarh Traffic Police. The post should necessarily mention the place, date and time of violation. If the registration number of violating vehicle is visible, then a challan under section 133 of motor vehicle Act, 1988 is sent to the owner of offending vehicle. If he fails to pay the challan amount on time, then the challan is forwarded to the concerned court, which then issues summons to the accused, as per law.

M-Sampark & SMS service

As part of the Digital India initiative, Department of Information Technology along with Society for Promotion of IT in Chandigarh launched the Sampark SMS alert service. Under this initiative, residents will get free SMS alerts for payments of Electricity and Water bills at the Sampark Centers. Under the initiative the residents will get 2 SMSs during each billing cycle. One SMS will be sent the day bill related information gets updated with Sampark Centers and the second, a day before the due date of payment of bill. Users will get SMS from sender-id – ESMPRK. The SMS related services provided by Chandigarh Administration has received a recent thrust with offices like Registering and Licensing Authority, Excise and Taxation, Chandigarh Tourism, GMCH-32, State NSS Cell, Central Treasury, Chandigarh Police sending SMSs to the residents. SMS services are bridging the information gap about government service. The mSampark mobile app that has been launched is a major initiative and provides useful

information pertaining to Sampark services. Residents can get their electricity and water bill information on the mobile any time. Chandigarh Administration is also starting pull sms services where residents will get information on services through all India eGovernance numbers 166, 51969 and 9223166166. Services of Estate office are already being provided through these numbers.

RLA Mobile App

Registering and Licensing Authority, UT Chandigarh has launched mobile app to enable the citizens to get information of services provided. (RC details, License details, related procedure, signs & symbols, tax calculator).

Green Computing & e-Waste Management

e-Receipts: Sampark Centers across Chandigarh have gone green, with issuing of e-receipts and electronic payments for transactions. This will reduce the use of paper receipts and is step towards green computing.

e-Office

The e-Office solution is an integrated solution comprising of File Management System (eFile), KMS-Knowledge Management system, eLeave – Leave Management System, eTour – Tour Management System, Personnel Information System and Collaboration & Messaging Service. As a first step towards improving efficiency in file handling, eFile a part of e-Office product suite will help to conduct the decision making on files electronically in order to achieve a simplified, responsive, effective and transparent working in all government offices. eFile is a workflow based system that replaces the existing manual handling of files with a more efficient electronic system. This system involves all stages, including the digitization of inward receipts, creation of files, movement of receipts and files and finally, the archival of records. It would shortly be rolled out in all the departments of Chandigarh Administration. In the new system the files would move electronically right from the dealing hand to the highest approving/decision-making officer. Various dealing hands would open their respective accounts and retrieve their respective cases. Department of Health and I.T. Department officials now completely move office files using this solution.

e-Stamping

e-Stamping has been launched in U.T. Chandigarh, which will provide hassle free electronically generated stamp papers.

The e-Stamp papers would be issued from Sampark centers across U.T. Chandigarh. Hence requisite processes as well as agreement were signed involving Chandigarh Treasury, Department of I.T. and Stock Holding Corporation of India Limited (SHCIL).

e-Waste Bin

Environment Department of the Chandigarh Administration does conduct e-Waste collection drives. Around 18 specially designed e-waste collection bins were placed at locations, including UT Secretariat building at Sector 9, EDC Centre at IT Park, Sector 17 Plaza, Confederation of Indian Industry (CII) office at Sector 31, Deputy Commissioner office at Sector 17, Government School at Sector 36, MCM-DAV College at Sector 36, Punjab Engineering College at Sector 12, among other places in Chandigarh.

Conclusion

Hence, Sampark is initiated to bring together the services of all the departments under one single umbrella. The services are incorporated under the Government to Citizen (G2C) facilities provided by the Government of Chandigarh. It is an interface between Government and Business interactions, so that the various business establishments can also profit from the e-governance policy. It also envisages providing Business to Citizen (B2C) services, through its centers and web portal. The processing time has been minimized as the efficiency of the service delivery system has been optimized by making it I.T. enabled. Now all the Sampark, Jan-Sampark & Gram Sampark Centers are collectively called eSampark Centers (eSC). The number of transactions per month has touched 2 lac (Tentatively). By provide hassle free one-stop solution to the citizen has minimized multiple interaction points for the citizen and hence has reduced the wastage of their valuable time by provide better turnaround time in receipt, processing and issue of services. At present 14 Sampark Centers , 14 Gram Sampark Centers and 11 Sampark Kiosks are operational across Chandigarh and about 49 (45 G2C and 4 B2C) citizen services are being delivered services through these centers.

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